

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM U.S. DEPARTMENT OF LABOR Washington, D.C. 20210	CLASSIFICATION UI
	CORRESPONDENCE SYMBOL OWS/DPM
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ADVISORY: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 17-09

TO: STATE WORKFORCE AGENCIES

FROM: DOUGLAS F. SMALL /s/
Deputy Assistant Secretary

SUBJECT: Revisions to Chapter VI of ET Handbook No. 395, 4th Edition, the State Operations Handbook for the Unemployment Insurance (UI) Benefit Accuracy Measurement (BAM) Program

1. **Purpose.** This advisory contains instructions for updating the ET Handbook No. 395, 4th Edition, on BAM Paid Claims Accuracy (PCA) and Denied Claims Accuracy (DCA) programs.

2. **Background.** BAM PCA and DCA are part of the comprehensive UI performance management system "UI Performs." Investigating small representative weekly samples of both paid and denied UI claims enables each state to estimate reliably: the number and dollar value of proper and improper payments of UI benefits; the rates of occurrence of these proper and improper payments and denials; and the error types, error causes, and the parties that are responsible for the errors. ET Handbook No. 395, 4th Edition, Chapter VI revision provides additional instructions for investigative procedures to be used in BAM PCA and DCA programs in each state.

3. **Handbook Modifications Summary.** Chapter VI explains the minimum investigative standards and methodology. The Chapter VI revision expands the form requirements to include:

- Base Period Employment - Wage Verification
- Separation - Recall Status Verification
- Benefit Year Earnings - Current Employment Status Verification - New Hire Reporting Compliance

It gives emphasis to the directive for assuring claimant questionnaire completion, clarifies employer and third party representative participation requirements, modifies the work search verification requirements, and gives added information regarding "new and

RESCISSIONS	EXPIRATION DATE
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original fact-finding” and “verifying facts.” The revised chapter enhances instructions for the use of the National Directory of New Hires in the BAM program as directed in UIPL No. 3-07 and UIPL No. 3-07, Change 1.

4. **Action Required.** Copies of the attachment should be distributed to all holders of ET Handbook No. 395, 4th Edition. States should review these changes and adjust their procedures as necessary.

5. **Effective Date.** The contents of the handbook are effective immediately.

6. **Handbook Maintenance.** Remove Chapter VI of ET Handbook No. 395, 4th Edition, dated May 2005, and replace with the attached revised Chapter VI.

7. **Inquiries.** All inquiries should be directed to the appropriate Regional Office.

8. **Attachment.** ET Handbook No. 395, 4th Edition Chapter VI